

ONLINE APPLICATION PROCEDURES

Applicants for the Food Stamp Program may complete an application for benefits online. Applicants may file the completed application electronically or they may print the application and mail, fax, or take the printed application to the local social services agency for processing. The filing date of applications filed online is system-established and the processing period will begin when the application is transmitted to the local agency on regular work days during normal office hours.

Applicant Procedures

- Access the application at www.vafood.org or at www.dss.state.va.us.
- Complete the application fully and accurately.
- Decide whether to sign the application electronically. (Note that applicants who decline to sign the application electronically may not file the application online.)
- Be available for an interview as requested by local agency staff.
- Be able to provide two of the following items:
 - Social Security Number of the applicant
 - User Name/Application ID
 - Confirmation Number

Local Agency General Procedures

- Designate individuals to receive notice when an application is received and who will retrieve the application.
- Complete the VNAN Access Request Form to request access to the administrative site. Obtain the form at www.localagency.dss.state.va.us/tech_supp/index.cgi.
- Local security officers must set up new administrators in LDAP.
- Contact bponlineapp@dss.virginia.gov for questions or technical problems about the application.

Local Agency Administrators Procedures

- Receive e-mail notices when online applications are received.
- Go to the administrator site at <https://dssiad3.dss.state.va.us/vnanadmin/> to retrieve applications.
- Upon receipt of the notice, immediately:
 - Print the e-mail notice.
 - Print the application and related forms.
 - Print the Food Stamp Electronic Signature Verification Form.
 - Forward all documents related to specific applications to intake eligibility staff for processing of the application.
- Forward applications received in error to the correct local agency through the administrative site so the application date may be assigned properly. Identify contact information for the agency to which the application will be forwarded.

Eligibility Worker Procedures

- Receive the completed application.
- Screen the application for completeness and entitlement to expedited service.
- Contact the household to arrange an interview, as appropriate.
- Before conducting the interview, have the household member or representative sign and date the Food Stamp Electronic Signature Verification Form, supplying at least two of the following items:
 - Social Security Number of the applicant
 - Confirmation number
 - Application ID/User Name

Note that if the household cannot provide the minimal information on the Food Stamp Electronic Signature Verification Form, change the application date to the date of the interview and document the record about the change. In no other instance should the application date be changed.

https://was2.dss.state.va.us - Virginia Food Connection Administrator Site - Microsoft Internet Explorer

Food Stamp Electronic Signature Verification Form

Instructions - Please provide two of the following: SSN, Confirmation Number, Application Id.

Date of Application: December 20, 2005

Name: Test Test

SSN: _____

Confirmation Number: _____

Application Id: _____

Signature Date

Done Internet